



2020 Benefits Open Enrollment

SEBC Meeting - January 13, 2020



2020 Benefits Open Enrollment

- In 2019:
 - Surveyed HR/Benefit Representatives, benefit-eligible employees and SBO staff to gather feedback and suggestions to improve 2020 Benefits Open Enrollment
 - Results were compiled, reviewed and plans for Open Enrollment were shared at various leadership meetings during fall 2019 for final input
- Plan for 2020 Benefits Open Enrollment:
 - Will run **Monday, May 4, 2020 through Wednesday, May 20, 2020** for all groups
 - Online training curriculum for HR/Benefit Representatives
 - Assigned on Monday, April 6, 2020 with a due date of Friday, May 1, 2020
 - Available and tracked in the Delaware Learning Center (DLC) and via a separate website link (for those who do not have access to the DLC)
 - HR/Benefit Representatives will need to **complete one online course**:
 - » **Course Title:** *“HR/Benefit Rep Responsibilities For Open Enrollment”*
Objective: Review responsibilities of HR/Benefit Representatives prior to, during and after Open Enrollment to best support their employees
 - Offered in lieu of onsite Benefit Representative meetings
 - In addition, SBO is planning to provide optional online courses regarding reports commonly used for Open Enrollment

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- Plan for 2020 Benefits Open Enrollment:
 - Benefit-eligible employees will be provided an online training curriculum
 - Assigned on Monday, April 6, 2020 with a due date of Friday, May 1, 2020
 - Available and tracked in the DLC and via a separate website link (for those who do not have access to the DLC)
 - Offered in lieu of onsite Education Sessions for 2020



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- Plan for 2020 Benefits Open Enrollment:
 - Benefit-eligible employees will need to **complete all three** of these online courses in order for the curriculum to show as finished:
 1. **Course Title: “Step Up For Open Enrollment”**

Objective: Understand why it is important to engage, what’s new and the steps that members need to complete -

 - » *Prior to Open Enrollment:* Log-in to Employee Self-Service, update Personal Contact Info, use **myBenefitsMentor**, complete online trainings - “How to Select a Health Plan” and “Choosing the Right Care”, review other benefit options (Dental, Vision, Group Universal Life (GUL) Insurance, Supplemental Benefits and Flexible Spending Accounts (FSA))
 - » *During Open Enrollment:* Complete required steps (**view next slide for details**)
 2. **Course Title: “How To Select A Health Plan”**

Objective: Compare the four health plans and the use of available tools (myBenefitsMentor, health plan comparison chart, health plan videos) to select the best match health plan based on personal needs (premiums, out-of-pocket costs, health and dependent needs)
 3. **Course Title: “Choosing The Right Care”**

Objective: Understand how to use your selected health plan to its fullest potential by choosing the preferred site of care for services based on personal needs and cost effectiveness. The online course will cover why it matters, quality & patient safety, type/cost/location of care options, SurgeryPlus, patient engagement and more.

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**Step Up
During Open
Enrollment!**

May 4 – 20, 2020

Important: All benefit-eligible employees are required to actively participate

**Your benefit elections will be effective
July 1, 2020**

❑ **Step One**

Log-in to [Employee Self-Service](#) and make an election for your health, dental and/or vision coverage

❑ **Step Two**

Complete the Spousal Coordination of Benefits Form if you are covering a spouse under a Highmark or Aetna health plan

❑ **Step Three**

Check out the additional benefits available!

- Flexible Spending Accounts (FSA)
- Supplemental Benefits
- Group Universal Life Insurance

Learn more at de.gov/statewidebenefits

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- Plan for 2020 Benefits Open Enrollment:
 - During Open Enrollment, each organization will be provided lists of *non-completers*, their preferred email addresses and template emails for them to send to employees
 - Organizations will also be encouraged to do additional outreach to *non-completers* using the reports available on DocumentDirect that provide completion status updates
 - SBO will work to streamline Open Enrollment communications
 - This includes the content, messaging and amount of emails, posters and postcards
 - For example, disseminate one poster and postcard rather than multiple
 - Examine *non-completers* from prior year(s) and determine opportunities for targeted outreach



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- Plan for 2020 Benefits Open Enrollment:
 - Health Fairs will be more robust
 - Opportunities for employees, HR/Benefit Representatives and pensioners to focus on their health and well-being:
 - Benefit vendors
 - State/community partners (DPH, etc.)
 - Free screenings/ services
 - Health classes

NEW CASTLE COUNTY
Thursday, April 30, 2020 9:30 am – 7:00 pm Delaware Technical Community College (Stanton Campus) 400 Stanton-Christiana Road, Newark, DE 19713
KENT COUNTY
Tuesday, April 21, 2020 9:30 am – 7:00 pm Delaware State Fire School 1461 Chestnut Grove Road, Dover, DE 19904
SUSSEX COUNTY
Thursday, April 23, 2020 9:30 am – 7:00 pm Delaware Technical Community College (Owens Campus) 21179 College Drive, Georgetown, DE 19947 William Carter Partnership Center

Questions?



Thank You



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